

Relay Communications Corporation, Inc.
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February 25 2014

Annual 47 C.F.R. § 64.2009(e) CPNI Certification

EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2013

Name of company covered by this certification: Relay Communications Corporation, Inc.

Form 499 Filer ID: 812149

Name of signatory: Philip J. Kenter

Title of signatory: President

I, Philip J. Kenter, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See* 47 C.F.R. § 64.2001 *et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not been involved or named in any actions (proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission) involving data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed 

RELAY COMMUNICATIONS CORPORATION, INC.
Certification Statement of Compliance

Relay Communications Corporation, Inc. ("Relay") provides analog one way voice paging and analog two way radio communications services. Customer records are secured in a double door locked accounting department. Computer access to all customer information is available to appropriate personnel as authorized by security protocol.

Relay currently does not use, disclose, or permit access to CPNI for marketing of any sort, or for any purpose requiring prior customer approval. Nor does Relay provide information available for sale or use by any outside company pertaining to Relay's data base of customer information. Should Relay change this policy, it will update its CPNI compliance policies consistent with Commission rules. Relay employees with access to CPNI have been trained as to when they are and are not authorized to use CPNI, and Relay has an express disciplinary process in place.

Relay properly authenticates customers prior to disclosing CPNI based on customer-initiated telephone contact or an in-store visit. As a paging provider, however, Relay does not maintain call detail information. Also, CPNI is not made available in any form online via the Internet. For in-store visits a valid photo ID is required to disclose CPNI. Customers are notified immediately when an address of record is created or changed.

All records are secured as well as any information pertaining to the customer accounts. There has been no access authorized or unauthorized by any parties to obtain any customer information, including CPNI. Nevertheless, policies are in place to ensure that law enforcement and affected customers are timely notified of a breach of its customers' CPNI as the Commission's rules require.